

CHAPTER h:22-10

SIGNING AUTHORITY FOR REPLIES TO
CORRESPONDENCE ADDRESSED TO THE SECRETARY

- h: 22-10-00 Purpose
 - 10 Policy
 - 20 Responsibilities
 - 30 Time Limit for Preparation of Replies
 - 40 Preparation of Correspondence Referred for Direct Reply

h:
22-10-00 PURPOSE

This chapter establishes broad policy concerning signing authority for replies to correspondence received from outside HEW and addressed to the Secretary.

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22-10-10 POLICY

The Secretary has directed that the authority for signing replies to non-policy correspondence addressed to him, primarily of an informational nature affecting the operations of the Department, should be decentralized to operating agencies and staff offices. Heads of operating agencies and staff offices may likewise decentralize the signing authority for such letters.

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22-10-20 RESPONSIBILITIES

- A. Correspondence Control Unit. The Correspondence Control Unit has the initial responsibilities for: determining the operating agency or staff office to prepare the reply to a letter; and determining whether the reply should be prepared for the Secretary's signature or for the signature of another official. This Unit will consult with the Congressional Liaison Officer of the Office of the Secretary or other staff officers as appropriate when supplementary guidance is needed in making referrals for the preparation of replies. Congressional correspondence, whether of a routine nature designated for direct reply by operating agencies or referred for the preparation of a reply for signature by the Secretary, will be routed through the Congressional Liaison Officer enroute to the operating agencies.
- B. Preparing Office. The official to whom a letter is referred for action (the preparing office) has responsibility for assuring that the incoming letter has been referred to the appropriate operating agency or staff office and that the determination of signing level is correct. As provided by present procedures, one carbon copy of all letters to members of Congress shall be sent to the Congressional Liaison Officer.

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22-10-30 TIME LIMIT FOR PREPARATION OF REPLIES

- A. The standard time limit for dispatch of a reply to all correspondence addressed to the Secretary is five working days from the date of receipt of the letter in the Secretary's office, unless a briefer period is indicated.
- B. If a complete reply cannot be made within five working days, the preparing office shall write within two working days an acknowledgment for the signature of the official who will sign the complete reply. The acknowledgment shall state the date when a complete reply may be expected.

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22-10-40 PREPARATION OF CORRESPONDENCE REFERRED FOR DIRECT REPLY

- A. Replies to all correspondence addressed to the Secretary and referred for direct reply shall open with the statement that the Secretary has asked the signing official to reply to the correspondent's letter. The reply shall also indicate that the correspondent may write again to the Secretary if he has further questions.
- B. In special cases where the tone or nature of the letter so indicates, the preparing office shall write an acknowledgment for the Secretary's signature. The acknowledgment shall contain a statement that the Secretary has asked a specific official of the Department to reply to the correspondence. The preparing office shall then prepare the direct reply to the correspondent.

CHAPTER h.22-20
SUGGESTED GUIDELINES FOR CONCURRENCE AND REVIEW OF
OUTGOING CORRESPONDENCE PREPARED FOR SIGNATURE OF
OFFICE OF THE SECRETARY OFFICIALS

h.22-20-00 PURPOSE

The purpose of this chapter is to suggest guidelines for concurrences and reviews of correspondence prepared for signature of officials in the Office of the Secretary.

h.22-20-10 PREPARING OFFICE

In securing concurrences the preparing office should be guided by the following:

- A. Refer correspondence for concurrence to other offices only if the subject matter goes beyond the responsibility of the preparing office.
- B. Forward information copies to offices who need such information. The need to be informed is not synonymous with the need to concur. Therefore, it is not necessary to send correspondence for concurrence to an office which needs merely to be informed.
- C. Correspondence based on established policy or procedure should ordinarily be reviewed for concurrence by only one organizational level between the preparing office and the Office of the Secretary.
- D. As a general rule, try to limit concurrences to one within a bureau level, exclusive of the preparing office. Normally, a total of four concurring initials should represent a maximum number of concurrences.
- E. Responsibility for editorial and stenographic correctness should rest with the preparing office.

h.22-20-20 REVIEWING AND CONCURRING OFFICES

The reviewing and concurring office should be guided by the following:

- A. As a general rule, do not route correspondence for additional concurrences beyond those originally indicated by the preparing office.
- B. Make every effort to complete your review within four hours of the time of receipt of the correspondence. At times it may not be possible to meet this standard, but normally four hours should suffice.
- C. Try to avoid having a letter rewritten for editorial reasons unless it is truly incorrect, unresponsive, or misleading.

INTERNATIONAL CORRESPONDENCE

-
- 22-30-00 Purpose
 - 10 Definition
 - 20 Policy
 - 30 Routing and Clearance
 - 40 Special Addressees and Prohibited Areas
 - 50 Miscellaneous Provisions
-

22-30-00 PURPOSE

To provide policy and procedures for all Department personnel corresponding with addressees in foreign countries and foreign embassies and consular offices in the United States.

22-30-10 DEFINITION

The term "correspondence" includes all official communications such as pamphlets, publications, films, etc.

22-30-20 POLICY

It is the intent of the Department to foster the freest possible communication of HEW staff with foreign individuals and institutions, and to require only the minimum necessary controls to assure that official communications are in consonance with U.S. foreign policy. Authorized Department personnel may carry on official correspondence directly with addressees in foreign countries on the same basis as for domestic addressees except as outlined below.

22-30-30 ROUTING AND CLEARANCE

A. Incoming communications in the international field that are addressed to the Secretary or Under Secretary shall be appropriately referred for action by the Correspondence Control Unit, Executive Secretariat, Office of the Secretary.

B. Outgoing communications in the international field that are prepared for the Secretary's or Under Secretary's signature shall be routed through appropriate agency and/or Departmental channels and the Office of International Affairs Management, with a copy attached for that office.

C. A copy of all communications addressed to officials of foreign governments at the Ministerial or Deputy/Vice-Ministerial level will be sent to the Office of International Affairs Management by the originating office.

22-30-40 SPECIAL ADDRESSEES AND PROHIBITED AREAS

A. Correspondence Sent to Communist Countries and to Diplomatic and Consular Officers of those Countries Assigned in the United States.

Bulgaria	People's Republic of China
Czechoslovakia	Poland
German Democratic Republic	Romania
Hungary	Union of Soviet Socialist Republics
	Yugoslavia

1. Correspondence to the countries listed above and to diplomatic and counselor officers of those countries assigned in the United States that is of a purely technical nature may be sent directly to the addressees, with copies provided to the Department of State and, as appropriate, the American Embassy in the country concerned. Routine replies to requests for publications or reprints of scientific articles may be sent directly without the information copies.

2. Correspondence to the countries listed above or to diplomatic and counselor officers of those countries assigned in the United States that is of a significant policy or administrative nature should be handled in the following manner. The agency originating the communication will include a plain, unsealed envelope addressed to the recipient and additional copies of the communication for the Department of State, and as appropriate for the American Embassy in the country of the addressee, and for the foreign coordinator, if any, of the program involved in that country. The communication, envelope and extra copies will be addressed to the office in the State Department responsible for the program involved or to the country desk officer. The address to be used on the outer envelope is Department of State (appropriate office, which in most cases would be OES/APT/SEP or EUR/EE or EUR/SOV), Washington, D.C. 20520.

3. All correspondence to other countries, or for officers of other countries assigned in the United States will be mailed directly to the addressee. A copy of the correspondence will be forwarded to the appropriate program office or country desk officer at the Department of State, when appropriate.

4. This instruction does not apply to SSA correspondence concerning general inquiries on specific claims.

B. Correspondence with U.S. Government Officials Assigned Abroad

1. All official correspondence addressed to U.S. Government officials in U.S. Embassies should be sent via the appropriate APO rather than via the State Department pouch, when Embassies have APO facilities. Lists of posts and APO numbers are available in the international office of each agency.

2. Correspondence to Embassies without APO facilities should be forwarded by diplomatic pouch, using the following address:

John Doe
American (Embassy, Consulate)
Name of City
c/o Department of State
Washington, D.C. 20520

The notation "UNCLASSIFIED AIR POUCH" must appear on the lower left hand corner of the envelope.

3. SSA should continue to use official Department of State liaison arrangements already established.

C. Prohibited Areas

1. Official correspondence of any kind may not be sent to the following areas except where special permission has been requested through the Office of International Affairs Management and granted by the Department of State:

Albania	North Korea
Cambodia	North Vietnam
Cuba	South Vietnam

2. SSA may acknowledge directly inquiries from Albania and Cuba regarding RSDUI payments.

3. SRS may answer directly inquiries from private individuals in Cuba regarding relocation in the United States.

D. Correspondence of U.S. Recipients of DHEW Contracts and Grants

The above policies also apply to contractors and grantees when their activities involve international correspondence.

20-30-50 MISCELLANEOUS PROVISIONS

A. Bulk mail, -- e.g., books, scientific and technical journals, -- should not be forwarded via diplomatic pouch. This mail should be transmitted through open international mail channels. An exception to this rule may be made for printed material enclosed with letters and small quantities of such material as scientific monographs exchanged between USG scientific agencies and their counterparts in foreign government institutions.

B. Official correspondence to foreign government officials or to private citizens in foreign countries on subjects that will require action by the foreign government and/or the U.S. Embassy should be transmitted in a manner that will ensure that the Department of State and the U.S. Embassy are informed. Such subjects include invitations to visit the United States or to participate in international meetings, grants, contracts, and similar topics.

CHAPTER 22-40

PRINTING AND USE OF LETTERHEAD AND MEMORANDUM STATIONERY

-
- 22-40-00 Purpose
 - 10 Definitions
 - 20 Printing and Use of Indicia
 - 30 Request for Exceptions

22-40-00 PURPOSE

This chapter sets forth Department policy on the printing and use of letterhead and memorandum stationery.

22-40-10 DEFINITIONS

A. Letterhead Stationery

1. Embossed Letterhead Stationery

Embossed letterhead stationery is stationery of highest quality paper. It contains the embossed Department seal and identifying letterhead designation.

2. Printed Letterhead Stationery

Printed letterhead stationery is stationery that uses good quality paper. It contains the printed Department seal and information identifying the organization.

B. Memorandum Stationery

Memorandum stationery is stationery that uses paper of poorer quality than that used for letterhead. It contains the printed designation "MEMORANDUM" and the printed designation of the Department and operating agency. (See Exhibits X22-40-6 - X22-40-8).

22-40-20 PRINTING AND USE OF INDICIA

A. Embossed Letterhead Stationery

The use of embossed letterhead is limited to letters for the signature of the Secretary.

B. Printed Letterhead Stationery

1. Officers and officials, other than the Secretary, shall use the printed letterhead. Organizational designations down to and including the bureau level may be printed on standard letterhead stationery. Organizational designations below the bureau level, where used, shall be typed on a letterhead at the time a letter is prepared. In organizational designations where an address is included, the ZIP code must be indicated.

(22-40-20B continued)

2. Regional offices and field installations which have a sizeable volume of regular public contacts may print their office name and address on the letterhead.
3. All elements of the Office of the Secretary, other than the Secretary and Under Secretary, shall use letterhead bearing the printed designation "Office of the Secretary." Any additional organizational nomenclature, where required, shall be typed on a letterhead when a letter is prepared.
4. Exhibits X22-40-1 through 4 illustrate approved standards for letterhead format, style, and type face. Blue ink shall be used for all letterhead stationery. (Printing Management Manual Exhibit X1-30-1 contains printing standards and specifications.)

C. Memorandum Stationery

In addition to the general designation "United States Government Memorandum," the organizational designation down to and including the bureau level may be printed on memorandum stationery. Organizational designations below the bureau level, where used, shall be typed on the memorandum stationery at the time a memorandum is prepared.

D. Continuation Sheets

Printing is not authorized on continuation sheets used with letterhead or memorandum stationery.

E. Manifold Sheets

Manifold sheets, commonly called tissues, are used in making carbon copies. Tissues containing printed letterheads are used in making carbon copies that are sent outside the Department when identification of the organization is necessary. The printing is in the same format and ink color as used on regular letterheads. Printing is not authorized on tissues used for internal copies of correspondence, including continuation sheets. The printing on the official file box copy has been approved by the Bureau of the Budget.

F. Envelopes (Mailing)

1. Envelopes used for correspondence signed by the Secretary should match the letterhead.

(22-40-20F continued)

2. Envelopes used by offices and officials (other than the Secretary) shall have the following notation printed in the upper left corner:

Department of
Health, Education, and Welfare
Washington, D. C. 20201

Official Business

3. Envelopes used by all offices outside Washington shall have the following basic notation printed in the upper left corner:

Department of
Health, Education, and Welfare
(Insert appropriate address)

Official Business

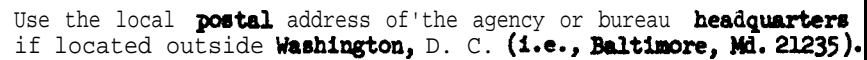
The "Appropriate Address" must include the ZIP code.

22-40-30 FORM LETTERS, SPECIMEN LETTERS, AND OTHER REPRODUCED MATERIAL

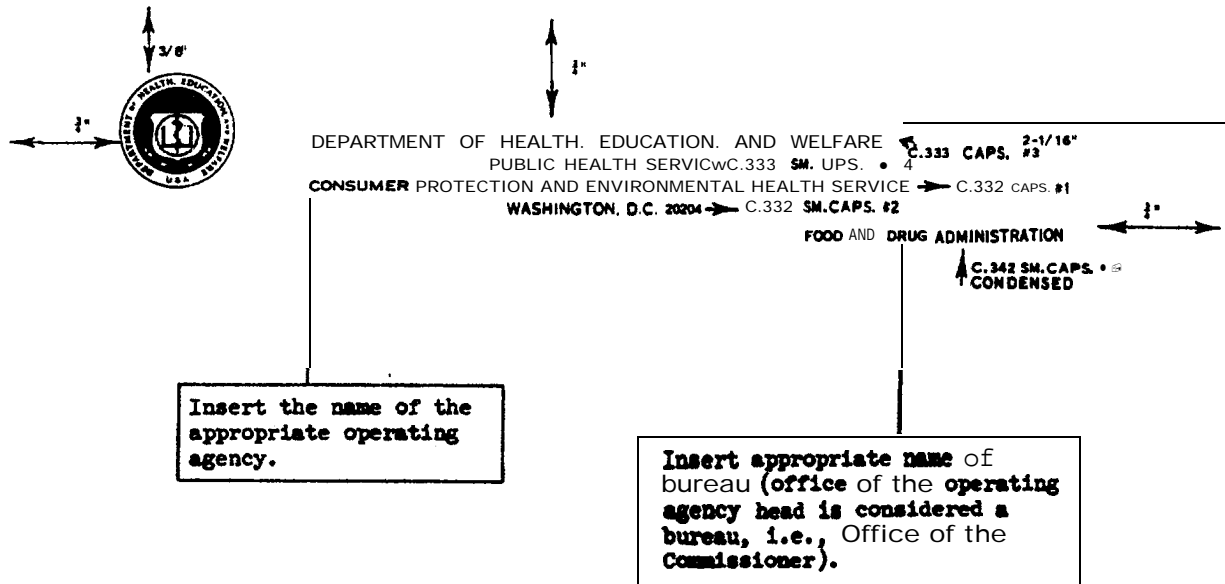
1. In those instances in which letterheads are used on form letters, specimen letters, and other reproduced material, the offices concerned shall use the same format, style, type face, and type size as described in Section 22-40-20.
2. In the interest of economy black ink may be used in these instances for both the letterhead and the body of the material.

22-40-40 REQUESTS FOR DEVIATION

Requests for deviation from any provisions of this chapter shall be made in writing to the Deputy Assistant Secretary for Administration (Management Systems).

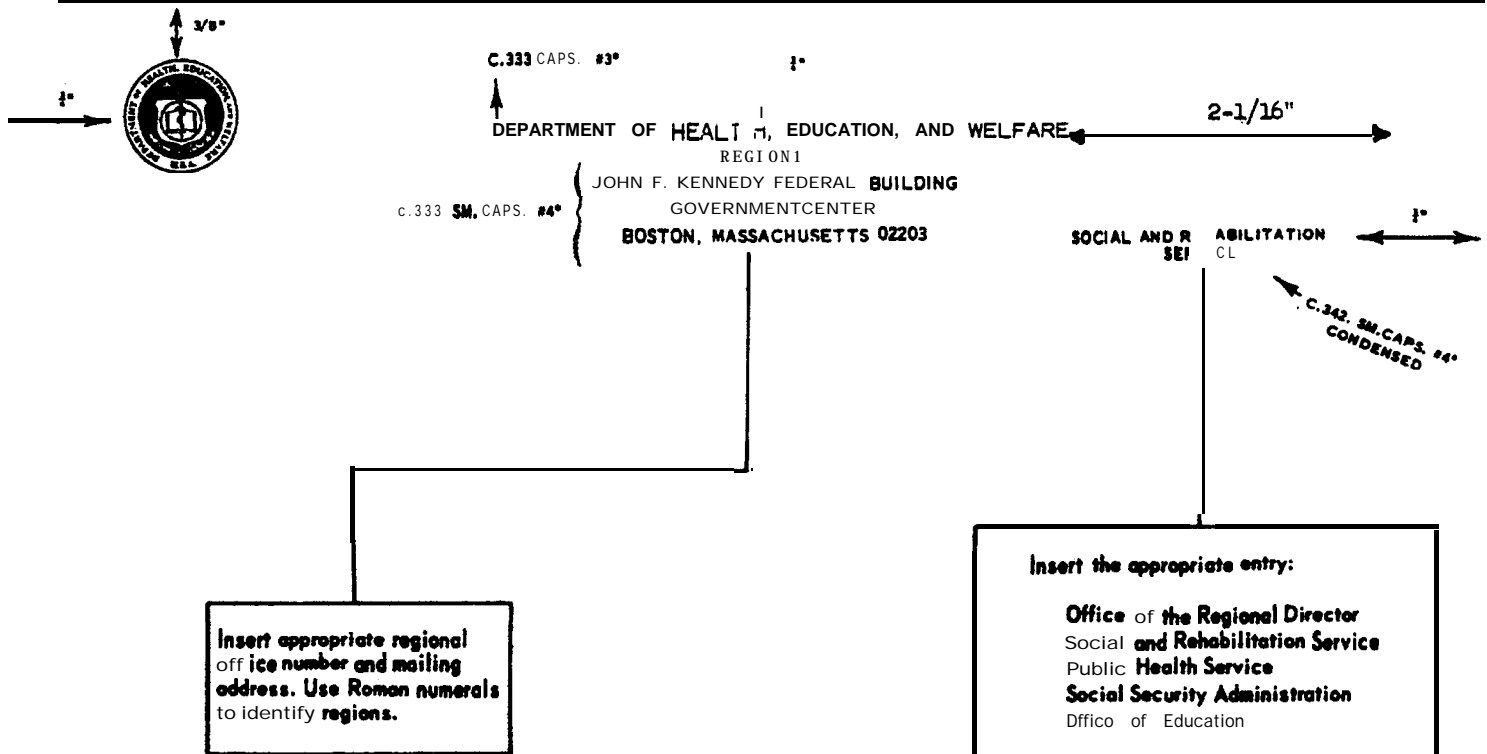


For **specifications** relative to ink color, trim**sizes**, paper standards, see **Printing Management Manual** Chapter 1-30, and **Printing Management Manual** Circular **HEW-4**.



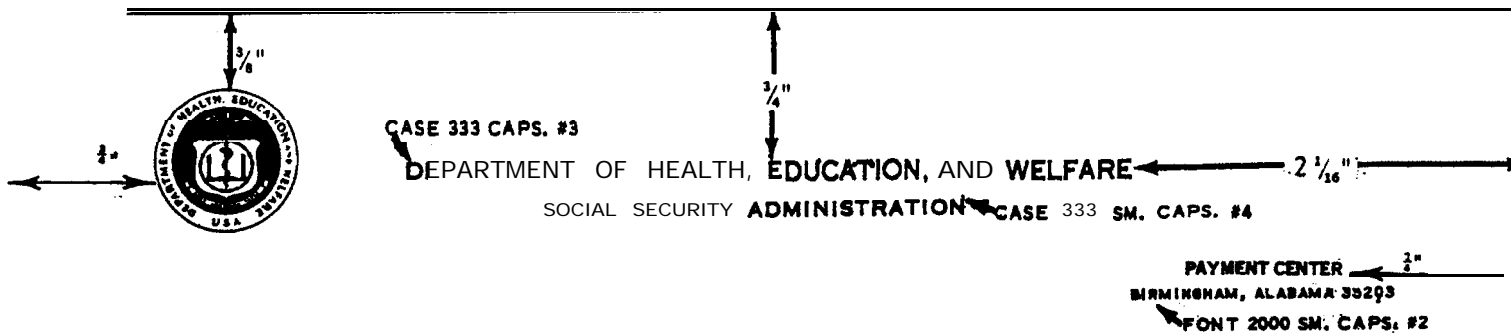
Use the local postal address of the agency or bureau headquarters if located outside Washington, D.C. (i.e., Baltimore, Md. 21235).

For specifications relative to ink color, trim sites, paper standards, see Printing Management Manual Chapter 1-30, and Printing Management Manual Circular HEW-4.

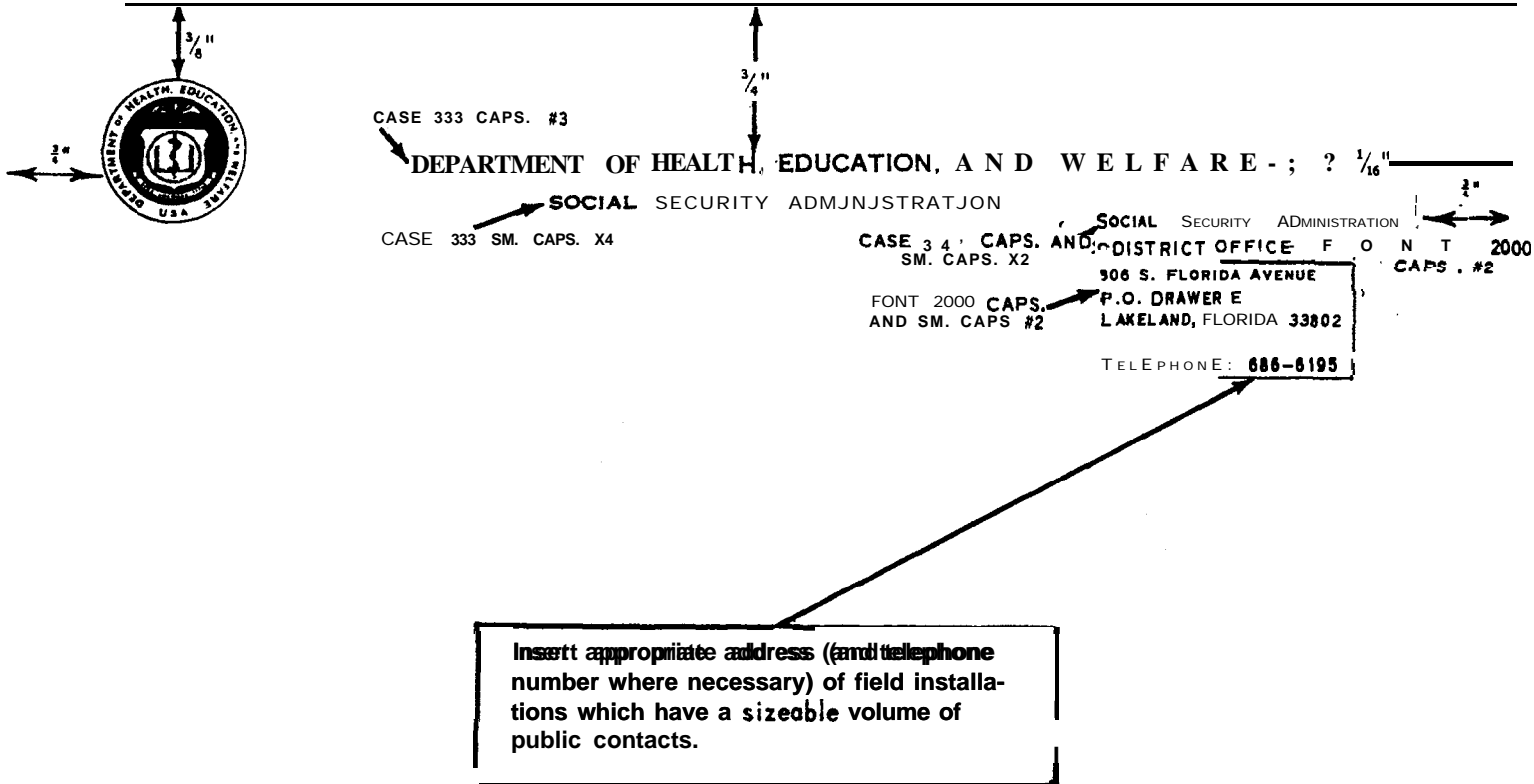


- Recommended type styles and sizes.

For specifications relative to ink color, trim sites, paper standards, see Printing Management Manual Chapter 1-30, and Printing Management Manual Circular HEW-4.



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1" 3/8" 1/4"

MEMORANDUM DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
OFFICE OF THE SECRETARY

24 pt. Baskerville caps 10 pt Baskerville caps 8 pt Baskerville caps

TO :)
(5 typing lines)
FROM :)
(3 typing lines)
SUBJECT:)

8 pt Baskerville caps

DATE: 2 1/2"

MEMORANDUM

(DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
OFFICE OF THE SECRETARY)

24 pt Baskerville caps

10 pt Baskerville caps

8 pt Baskerville caps

(use 6 pt Baskerville caps, if
a third line in the letterhead
is necessary)

h:22-50-00	Purpose
10	Policy
20	Referral Procedure
30	Editorial Guidelines
40	Processing Requirements
50	Campaign Mail
60	Weekly Report
70	Responsible Office

h:22-50-00 PURPOSE

This chapter gives instructions on how to answer mail which the White House refers to the Department.

h:22-50-10 POLICY

The President has assigned a high priority to the prompt and thorough answering of citizen mail so that he and his Administration can stay close to the people. The Secretary fully supports this policy and has asked each HEW component and office to process White House mail in a timely and responsive manner.

h:22-50-20 REFERRAL PROCEDURE

The White House sends both controlled mail (called individual referrals) and uncontrolled mail (known as bulk mail) to the Department. It sends controlled mail to the Secretary, whose Executive Secretariat (ES) refers it to HEW components and offices. The White House sends uncontrolled mail directly to the Office of the Secretary and to other HEW offices, primarily at the POC and agency levels. When an HEW office receives such mail, it prepares a reply and sends it either to the citizen (direct reply) or to a higher level office for signature and mailing to the citizen.

h:22-50-30 EDITORIAL GUIDELINES

- A. Begin replies to letters addressed to the President with phrases like "Thank you for *your* letter of _____ to President Carter" or "Thank you for writing to President Carter concerning _____"

Do not use the phrase "President Carter has asked me to respond to _____."

- B. Where possible, program people should prepare the reply so that they may **serve** as contact points for further letters from citizens. As appropriate, they should include their name, address, and telephone number in their replies.

h:20-50-40 PROCESSING REQUIREMENTS

Each POC and OS office will institute necessary arrangements **for** meeting the President's expectations for handling White House mail. While these procedures may be designed to fit the needs of the individual POC or OS staff office, they must meet the following minimum requirements.

A. On All White House Mail (Individual Referrals and Bulk)

1. Control the flow of this mail at all times so that each letter can be rapidly and easily tracked and located.
2. For individual referrals, use due date established by OS/ES. For bulk mail, assign a due date of no more than nine **working** days from date of receipt in the POC or OS office.
3. Route each incoming letter expeditiously so that it reaches the preparing office within 48 hours after receipt in the POC or OS office.

Note: The expeditious routing of White House mail is essential if we are to meet the nine working day limit.

4. Record and maintain centrally within the POC or OS office information on incoming letters to permit follow up on overdue responses. Such information should include name of writer, subject of letter, date of letter, date of receipt, office preparing the reply, and due date.
5. Follow up within 72 hours on overdue responses.
6. Close out each letter to verify that the preparing office has responded to incoming White House mail. The close out process must provide the POC or OS office with information that the preparing office has responded to each letter received.
7. Ensure that copies of all responses to White House mail are maintained in the preparing office and are available upon request to authorized officials.

8. Maintain data on White House mail for the weekly report to the Executive Secretary on the status of such mail. See Section **h:22-50-60**.
9. Keep interim replies to a minimum, but use them: **(a)** when issues are too complex to respond within nine working days; **(b)** where the incoming letter is referred to a regional **or** field office for reply; or **(c)** when other comparable situations **occur**. When an interim reply is sent, the final reply is due two weeks from the date of the interim.
10. Include the original incoming letter and any correspondence received with it when sending the reply to another component or office for signature and mailing.

B. On Individual Referrals Only

As soon as a direct reply is mailed, send a copy of it, the original incoming letter, and the White House control form to:

Director, Agency Liaison Staff
Old Executive Office Building
Room 94, Stop 28

Also close the **record for** the letter on the Secretary's Correspondence Control System. Each POC and OS office must decide from which point or points within the component or office these materials will be sent.

Note : This action is important. It avoids **receiving** erroneous overdue reports from the White House.

C. On Bulk Mail Referred to Regional or Field Units

Any POC or OS office that routinely refers bulk mail to its regional or field units for direct reply does not have to track this mail beyond the interim reply. However, it should:

1. Send an interim reply at the same time it forwards the letter to a regional or field unit for direct reply. Include in the interim reply the name of the unit that will answer the letter and the approximate date of reply.
2. Stress to the answering unit the importance of answering within two weeks after the date of the interim reply.
3. Ensure that regional and field units are answering within the prescribed time limits by sampling copies of direct replies or taking other appropriate measures.

h:22-50-50 CAMPAIGN MAIL

When a POC or OS office receives a **sizeable** volume of "campaign" mail from the White House which creates problems in meeting the processing requirements prescribed in section **h:22-50-40**, it should consult immediately with the OS Executive Secretariat. Both parties should jointly decide the most effective method for responding to this mail.

"Campaign" mail is mail received by the Department, generally over a short period of time, in response to a major national or regional issue involving Department programs, plans, operations, etc.

h:22-50-60 WEEKLY REPORT TO THE EXECUTIVE SECRETARY

Each POC and OS office should submit a weekly status report on White House mail by close of business each Monday to the Executive Secretary, Room **606G**, Humphrey Building. The report should reflect the workload during the previous week.

Exhibit X22-50-1 illustrates the weekly report format. Each Monday each **POC** and OS staff office should add a line to its report to reflect the previous week's workload, photocopy the report, and send a copy to the Executive Secretary. Adding a line each week to the same page enables those who review the report to compare weekly workloads and discern trends and significant changes in workload. Remember each line reflects data for one week only. It does not show cumulative data.

The weekly report contains these data items:

Number received. Number of individual referrals and bulk letters requiring a reply received in the previous week. Includes mail received from OS/ES and directly from the White House.

Number pending reply. Number of individual pieces of White House mail received in previous week and prior weeks that are awaiting reply.

Number of replies. Number of final and interim replies made during **the previous** week.

Number overdue. Number of pieces of White House mail whose replies were overdue at end of previous week. Report this information by the time frames shown on the weekly report format.

In addition, if White House mail increased significantly during the previous week, include an explanation of why this occurred.

h:22-50-70 RESPONSIBLE OFFICE

HEW personnel may obtain additional information about the requirements of this chapter from their executive secretariat or from:

OS Executive Secretariat
Room **606G**, Humphrey Building
Telephone: **8-245-9098**

WHITE HOUSE MAIL STATUS REPORT
(Name of reporting POC or OS Staff Office)

Week Ending	Number Received	Number Pending Reply	Number Of Replies		OVERDUE			
			Final	Interim	5 Days or Less	6 to 15 Days	16 to 30 Days	Over 30 Days
4/21	27	39	12	2	4	0	1	0
4/28	16	28	27	3	2	1	0	1
5/ 5	9	18	19	0	3	0	0	0
5/12	21	22	17	1	7	1	0	0
5/19	32	34	20	0	3	2	0	0
<u>Sample Only</u>								

Exhibit 22-50-1
GENERAL ADMINISTRATION
HEW TN-h:78.2 (10/30/78)